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**RULES SUPPLEMENT TO PART-I
EXTRAORDINARY**

OF

**THE TELANGANA GAZETTE
PUBLISHED BY AUTHORITY**

No. 24-A] HYDERABAD, TUESDAY, JULY 4, 2017.

NOTIFICATIONS BY GOVERNMENT

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**CONSUMER AFFAIRS, FOOD & CIVIL SUPPLIES
DEPARTMENT**

(CS.I-CSS)

MODEL RULES ON GRIEVANCE REDRESSAL MECHANISM UNDER
NATIONAL FOOD SECURITY ACT, 2013 - TELANGANA
GRIEVANCE REDRESSAL RULES, 2017.

***[GO.Ms.No. 15, Consumer Affairs, Food & Civil Supplies (CS.I-CCS),
4th July, 2017.]***

The draft Telangana Grievance Redressal Rules, 2017 which the Government of Telangana state propose to make in exercise of the powers conferred under sub-section (1) of Section 40 of the National Food Security Act, 2013 (No.20 of 2013), is hereby published (as indicated in the Annexure)

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G. 271.

for information of all persons likely to be affected thereby and notice is hereby given that the said draft rules would be taken into consideration after expiry of a period of fifteen days from the date of its publication in the Official Gazette.

Any views or suggestions should be addressed to the Ex-Officio Principal Secretary to Government, Consumer Affairs, Food and Civil Supplies (CS.I-CCS) Department, Government of Telangana, Hyderabad which may be received from any person with respect to the said draft rules before the expiry of the period so specified, will be considered by the State Government.

ANNEXURE

THE DRAFT TELANGANA GRIEVANCE REDRESSAL RULES, 2017 CHAPTER-I PRELIMINARY

1. Short Title and Commencement :

- (i) These rules may be called the Telangana Grievance Redressal Rules, 2017.
- (ii) They shall come into force from the date of the publication in the official gazette.

2. Definitions:-

- (i) 'Act' means the National Food security Act, 2013 (20 of 2013).
- (ii) 'appellant' means a party which makes an appeal against the order of the District Grievance Redressal Officer.
- (iii) 'Civil Supplies Department' means the Department in-charge of implementation of Targeted Public Distribution System in the State.
- (iv) 'Commission' means Telangana State Food Commission constituted under section 16 of the Act for the purpose of monitoring and review of implementation of the Act or designated as such by notification under section 18 for the above said purpose, provided

the designated Commission meets the requirements prescribed under Section 16 of the Act in terms of the composition and eligibility criteria for Chairperson and Members.

(v) 'Complaint' means and includes a representation in writing or through electronic means containing a grievance alleging deficiency/ shortcomings in the implementation of the Act.

(vi) 'Chairperson' means Chairperson of Telangana Food Commission established/designated under section 16/18 of the Act.

(vii) 'Member' means Member of the State Food Commission.

(viii) 'Member Secretary' means Member Secretary of the State Food Commission.

(ix) The words and expressions used in these rules and not defined shall have the same meaning as assigned to them in the Act.

CHAPTER-II

Internal Grievance Redressal Mechanism

3. For the purposes of redressing grievances, as part of internal Grievance Redressal mechanism under section 14 of the Act, following shall Act as Nodal Officer, at Bolck, District and State levels to receive complaints from beneficiaries :-

Level	Nodal Officer
Mandal	MRO/MPDO
District	DRDO
State	Member Secy. SFC

4. Any person or institution can lodge complaint with concerned Nodal Officer at his/her office in writing or through toll free helpline number **7330774444**. Every complaint so received shall be assigned unique complaint number with date and informed to the complainant.

5. After varification of facts by the concerned nodal officer of the State Government about the complaint received, necessary action for its disposal shall be completed within 30 days from receipt of the complaint, wherever required.

CHAPTER-III

District Grievance Redressal Officer

6. District Rural Development Officer shall be the designated as District Grievance Redressal Officer (DGRO) for the respective district under Section 15 of the Act for effective Redressal of Grievance persons in matters relating to distribution of food grains or meals and to enforce entitlements under the Act.

7. The State Government shall, immediately on appointment or designation of District Grievance Redressal Officer , -

(a) Give wide publicity through newspaper and other means about District Grievance Redressal Officers including name, address, telephone number, e-mail address, facsimile number and other means of contacting him, in respect of each district for which the District Grievance Redressal Officer has been appointed or designated, and thereafter repeat it at regular intervals.

Provided that in case of any change in the District Grievance Redressal Officer, his address and telephone number, e-mail address, facsimile number and other means of contacting him, shall be suitably intimated to the public.

(b) Display, at each office of Civil Supplies Department, fair price shops, schools, anganwardis, other public places, website and at the office of the Grievance Redressal Officer and the State food Commission, the name of the District Grievance Redressal Officers, address, telephone number, e-mail address, facsimile number and other means of contacting him, in respect of each district for which the District Grievance Redressal Officer has been appointed or designated.

8. Procedure for registering complaints :

- (1) Any aggrieved person may file and register his complaint with the District Grievance Redressal Officer in writing or through e-mail or by dropping their written grievance in grievance boxes at Office of the District Grievance Redressal Officers, select fair price shops, and other public places such as schools, anganwadis, etc.
- (2) The complaint boxes shall be opened at 4.00 PM everyday to retrieve The complaints and immediate action shall be taken for their redressal.
- (3) Complaints shall be filled with specific details and contact information of the complaint. No anonymous complaint shall be entertained.
- (4) Where a complainant is unable to make a complaint in writing, the District Grievance Redressal Officer shall render all reasonable assistance to the person making the request orally to reduce the same in writing.
- (5) All complainants shall be assigned unique complaint number with date and informed to the complainant.

9. Procedure for disposal complaints :

- (1) For every complaint received, the District Grievance Redressal Officer shall verify whether there is a prima facie substance in the complaint to proceed in the matter.
- (2) If the District Grievance Redressal Officer is satisfied that there is prima-facie substance in the complaint, he shall seek explanation in the matter from concerned officer or person or agency against whom complaint has been made, along with relevant documents. The requisite explanation and documents shall be furnished by the concerned officer or person or agency against whom complaint has been made the District Grievance Redressal Officer, within fifteen days.

- (3) Based on the explanation of concerned officer or person or agency against whom complaint has been made, and the available documents, if the District Grievance Redressal Officer is satisfied about the veracity of the Grievance, he shall issue necessary order for its redressal within thirty days from the date of receipt of the complaint. District Grievance Redressal Officer shall dismiss the complaint, in case no merit is found.
- (4) If the District Grievance Redressal Officer feels that the matter needs to be further examined, he may:
- (i) get the matter enquiry by a suitable officer of the State Government at District level and decide on the basis of report so received within 45 days from the date of receipt of the complaint, or
 - (ii) if considered necessary, give an opportunity to the complaint and /Officer /person/agency concerned with the complaint, to present their case on the fixed date and after having heard them and taking into consideration the evidences submitted, decide the matter within 45 days from the date of receipt of the complaint.
- (5) On the date fixed for hearing, if the complainant is absent, the District Grievance Redressal Officer may dismiss the complaint or proceed to enquire the matter ex-parte and decide. If, however, the officer /person/agency concerned with the complaint, called by the District Grievance Redressal Officer is absent on the date fixed by him, he may proceed to enquire the matter ex-parte and decide.
- (6) the complainant shall be informed of the decision on his complaint in writing or through electronic mode, with a system for confirmation of its receipt by complainant.
- (7) If the District Grievance Redressal Officer is of the opinion that the disposal of the complaints require more time than perscribed under clauses (3) and (5) above, the complainant shall be sent an interim reply citing the reasons for delay.

10. Powers of District Grievance Redressal Officer :

The District Grievance Redressal Officers, while enquiring into complainants, shall have powers to require any concerned officials /persons at District/field level:-

- (a) To produce before, and allow to be examined such books, accounts, documents or any other material in custody or under control of the persons to required as may be specified in the requisition.
- (b) To furnish such information as may be required.

11. Monitoring the disposal of complaints :

Disposal of complainants, shall be monitored by the Secretary/ Principal Secretary in charge of Civil Supplies Department State Government at least once in every quarter.

12. Appeal :

Any complainant or the officer or person or agency against whom any order has been passed by The District Grievance Redressal Officer, who is not satisfied with the Redressal of grievance, may file an appeal against such order before the State Food Commission, within thirty days from the date of the issuance of the order by the District Grievance Redressal Officer.

13. Periodical Reports:

The District Grievance Redressal Officer shall send a monthly report on complainants received and disposed of by him to the State Government by 15th day of the succeeding month. The State Government shall send a quarterly consolidated report for the State as a whole to the Department of Food and Public Distribution, Government of India, within thirty days after the quarter is over.

C.V. ANAND,

*Ex. Officio Principal Secretary to
Government.*

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